

# Contractor Scorecard™ (My Scorecard™)

## Measure & Track Your Service Performance

Multi-location businesses are constantly looking for contractors delivering the best service and performance. But how can you demonstrate you're doing that?

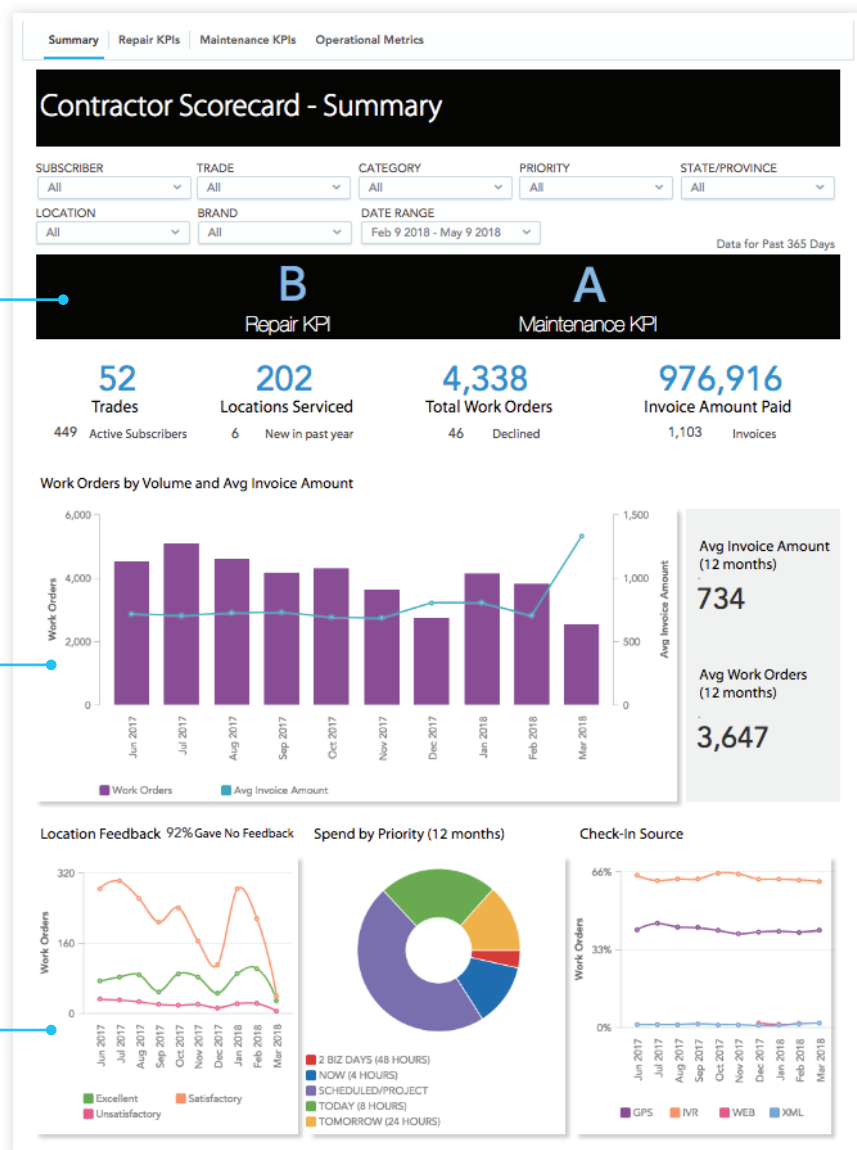
With the **Contractor Scorecard™** (or **My Scorecard™**), you have your own standardized scorecard that includes business-critical metrics and KPIs to quantitatively measure your service performance, with the same data your ServiceChannel clients use.

The aim of the scorecard is to provide objective measurements, as well as share the same data with both contractors *and* clients to enable objective, data-based dialogue. This helps you meet any required service level agreements and ensure you're meeting your clients' business objectives.

Do you know how you are performing? Understand performance between repair and maintenance work

Do you know how your work order volume compares to the invoice amount? Easily identify and review invoice and repair activity

Do you know the quality of work you're providing? Understand how location managers rate contractor performance



Aimed at corporate facilities managers *and* contractors, the **Contractor Scorecard** measures and tracks performance on various dimensions - service effectiveness, service quality and service cost.

The **Contractor Scorecard** provides contractors and facilities managers with a comprehensive framework of KPIs and metrics to measure performance including:

- **Separate Repair and Maintenance Measurement:** Individually track your on-demand repair and maintenance work order performance with separate KPIs and grades for these different services
- **Operational Performance Tracking:** Measure and compare work order lifecycle performance with operational metrics; drill into these metrics to analyze when your performance was above or below your average performance for a given client for the selected time period

All your data may be viewed individually or across multiple clients, by location/region, by trade/category, by date, by priority.

---

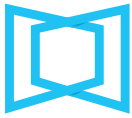
## Benefits

- Review performance and identify any areas where you may not be meeting a client's requirements
  - Flag any SLA problems before a client calls you about them
  - Provide a great performance 'report card' to clients when you're exceeding expectations
  - Get new business by providing your sales team real performance data it can show prospective clients
  - Demonstrate compliance with client SLAs and align with client business targets
- 

## How Can I Improve My Performance Grade?

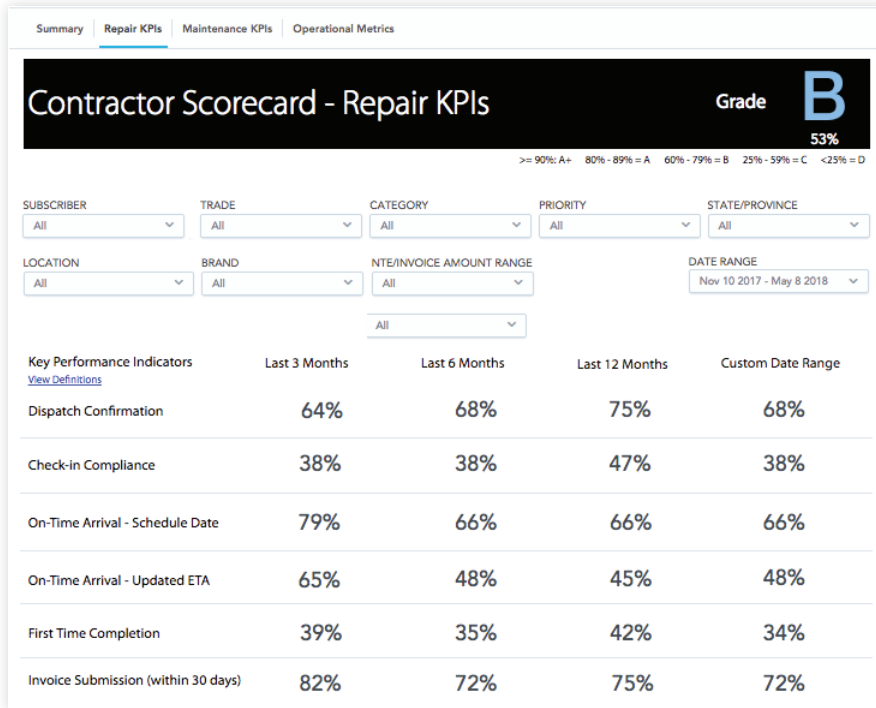
- Ensure your technicians check in and check out properly and consistently
- Make certain you complete the work order on the day of service (including updating work order status to 'completed')
- Make sure scheduled date is updated and current
- Make sure you submit your invoices within 30 days of completing the work order



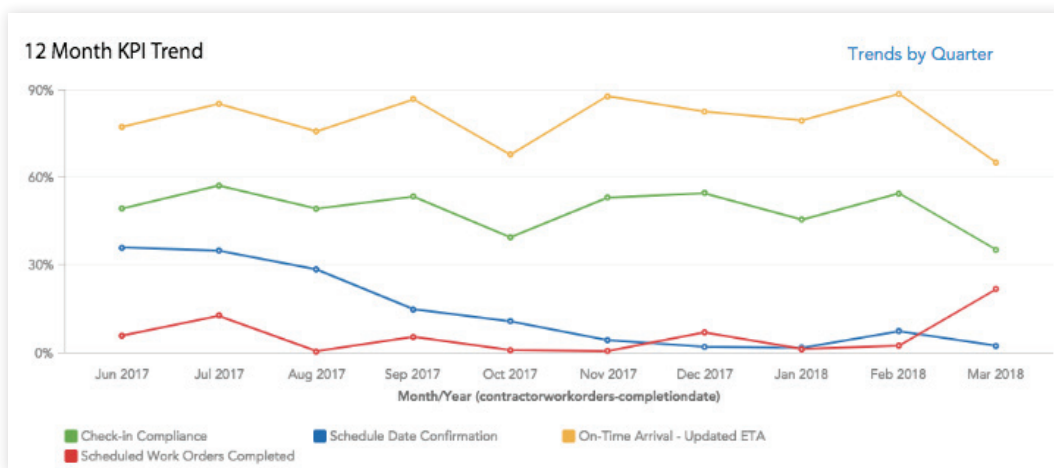


## Repair KPIs

Do you know how you are performing against key repair metrics? Measure yourself overall and by individual clients against KPIs like First Time Completion Rate and On-time Arrival Rate

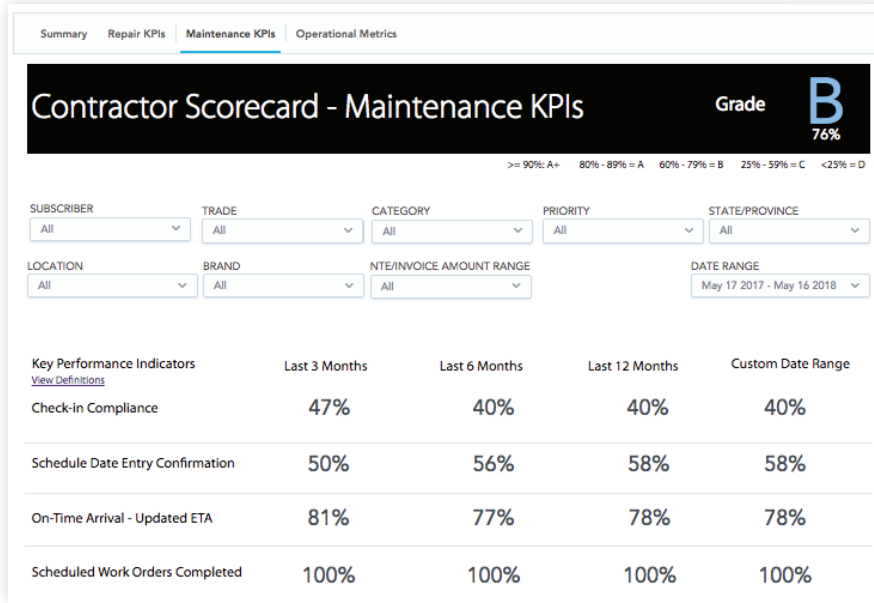


Do you know if you're providing consistent performance? Track trends of operational KPIs over most recent 12 months.

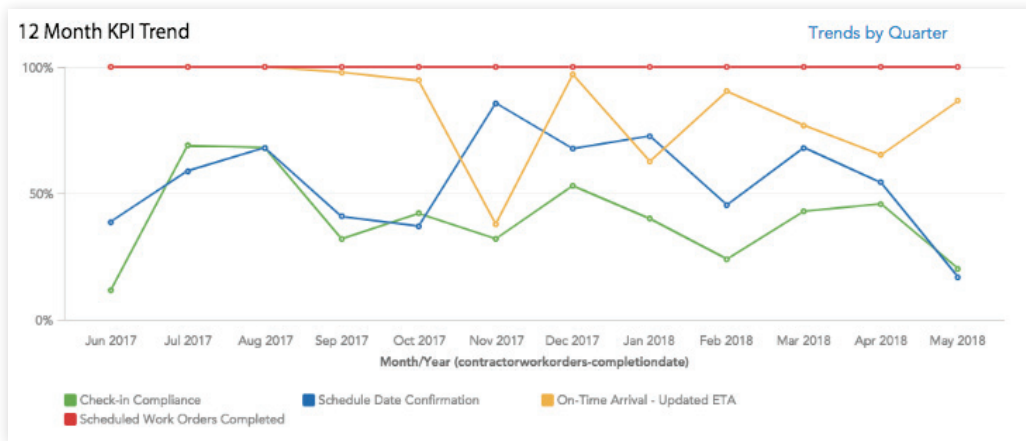


## Maintenance KPIs

Do you know how you are performing against key maintenance metrics? Measure yourself overall and by individual clients to see if promised schedules are being met.

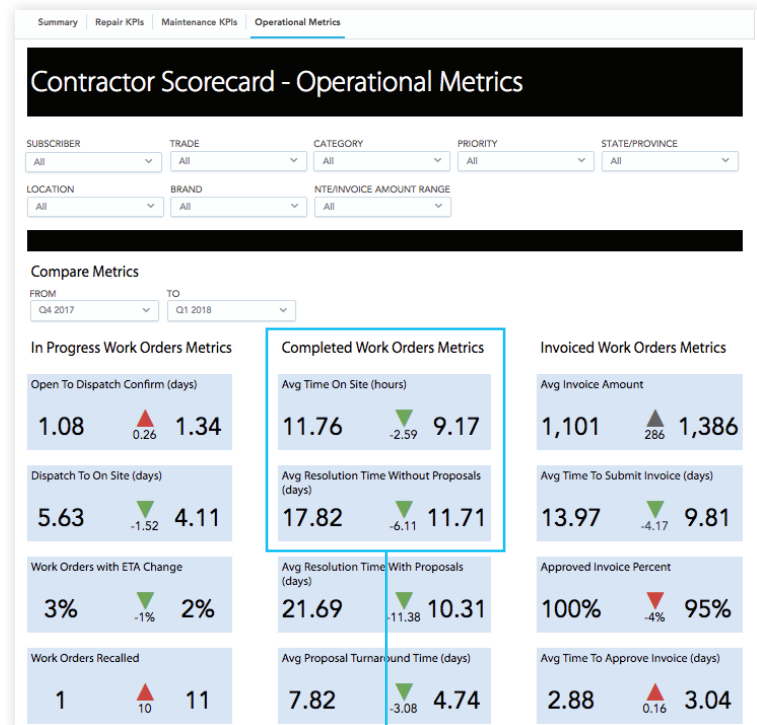


Do you know if you're providing consistent performance? Track trends of operational KPIs over most recent 12 months.

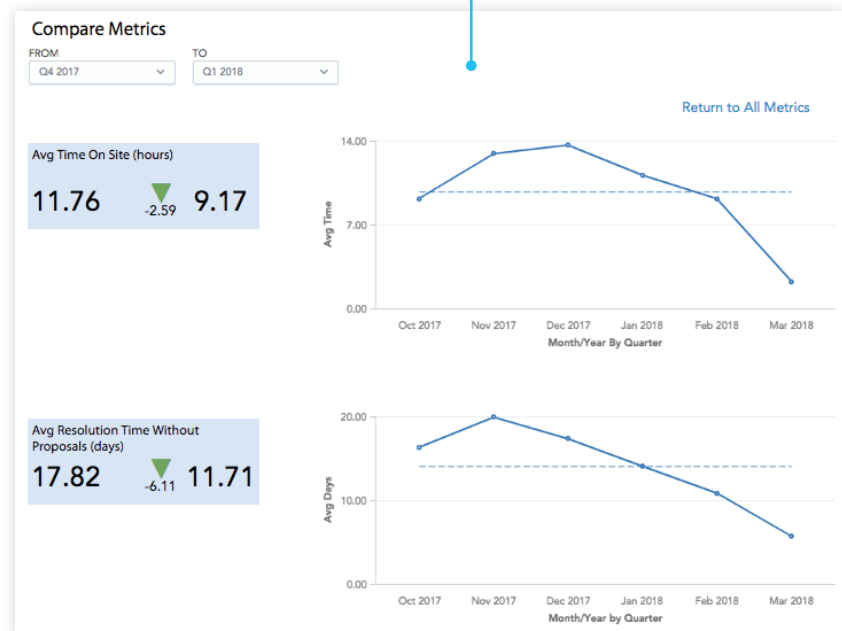


## Operational Metrics

Do you know the specific results you are providing? Evaluate trends across various metrics through the lifecycle of a work order.



Do you know what's driving the movement of performance trends? Drill into specific metrics and discover their underlying causes.



## About ServiceChannel

ServiceChannel provides facilities managers with a single platform to source, procure, manage and pay for repair and maintenance services from commercial contractors across their enterprise. By delivering unprecedented transparency and data-driven analytics of service quality, across all trades, locations and contractors, facilities managers drive significant brand equity and ROI for their organizations without outsourcing or investing in new infrastructure. The world's leading global brands use ServiceChannel solutions daily to help optimize millions of transactions and billions of dollars of spend annually.

